

Tips on how to
develop & write your

Plan of Operation

What is a Plan of Operation ?

In short, a Plan of Operation describes in detail how a business or organization functions.

The format of a Plan of Operation can vary. It may be a narrative description or a bullet point listing of activities and issues.

While the Plan of Operation does not include any financial information, much of the necessary information can

be gleaned from a solid business plan.

A Plan of Operation provides the opportunity to develop advance preparations to mitigate any potential negative impacts upon neighbors.

Current Planning staff requests a Plan of Operation to ascertain the characteristics and consequential effects of an intended use.



Oftentimes, adherence to a Plan of Operation is required for variance or land use approval. Therefore, an applicant should also consider & identify the potential for growth. ■

Issues identified in a Plan of Operation

Depending on the nature of the business or organization, the issues addressed in a Plan of Operation vary greatly. Be sure to tailor your Plan of Operation to the specifics of your agency.

Generally, issues related to six categories need to be explained: Workforce; Clients & Customers; Processes conducted on site; Materials Used; Shipping & Receiving; Waste.

Workforce. Indicate the number of employees or volunteers associated with the business or

organization. Do they work on-site? When do they work? How do they get to the work-site? If they drive, where do they park? What form of security is utilized?

Clients & Customers. Indicate who are typical customers and clients. Do they come to the site? If so, when and how many? Where do they park?

Processes conducted on Site. Describe what is actually done by the business or organization, on-site and off-site. What happens outside? What are the safety & security

measures taken by the business or organization?

Materials Used. List the types of materials used for the operation. Are any hazardous materials used? Indicate the applicable safety & security measures.

Shipping & Receiving. How are materials shipped or received? Size of vehicle? What time of day? Frequency?

Waste. Indicate the types of waste generated. How is it handled? By whom? Is hazardous waste generated? Is a recycling program implemented? ■

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Helpful information can be found at the City of Indianapolis' website: www.indy.gov
Mapping tools: <http://www.indy.gov/gis/>